CAPPS Financials Service Requests (SRs) Report

Date of Report: 09/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		49
Accounts Receivable		2
Asset Management		21
Cash Receipts		12
ePro		5
General Ledger		38
Interfaces	Assessment	1
	Assigned	2
	Awaiting Customer	5
	Hold- Pending Next Upgrade	1
	In Work	11
Interfaces		20
Inventory		3
None	Assigned	4
	In Work	1
None		5
Not Applicable		14
PeopleTools		3
Project Costing		24
Purchase Orders		33
Reports		46
Security		30
Strategic Sourcing		1
Supplier Contracts		1
Travel and Expense	Assigned	3
	Awaiting Customer	1
	In Work	3
	System Test	1
Travel and Expense		8
Workflow		9
Grand Total		324

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	15
Assessment	6
Assigned	106
Awaiting Customer	59
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	2
In Development	8
In Work	101
Pending Prod Approval	12
Rework	1
System Test	12
Grand Total	324

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	8
	Asset Management	1
	Cash Receipts	7
	General Ledger	6
	Interfaces	4
	None	2
	Not Applicable	3
	PeopleTools	2
	Project Costing	2
	Purchase Orders	2
	Reports	5
	Security	8
	Strategic Sourcing	1
High		**51**
Medium		**178**
Low		**95**
Grand Total		**324**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	2
Assessment	2
Assigned	19
Awaiting Customer	2
In Work	20
Pending Prod Approval	3
System Test	3
Grand Total	**51**

All SRs by Status

(Includes Closed, Completed after 08/01/21)

Status	Count of Status
Acceptance Testing	15
Assessment	6
Assigned	106
Awaiting Customer	59
Closed	55
Completed	480
Governance	1
Hold	14
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	2
In Development	8
In Work	101
Pending Prod Approval	12
Rework	1
System Test	12
Grand Total	**874**

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CAPPS Financials Trend Report – Service Requests

August 2020 – August 2021

Status	Aug. 2020	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	Jan. 2021	Feb. 2021	March 2021	April 2021	May 2021	June 2021	July 2021	Aug. 2021	Totals
OPENED	430	565	512	366	319	311	329	503	473	428	413	411	559	**5619**
CLOSED	434	550	529	404	466	386	437	633	503	464	445	418	535	**6204**

Monthly trend for SR's opened and closed

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